

Attachment 1

Evaluation forms attached will be used for the following types of training or outreach:

Form No. 4420-A	MMS Oil & Gas Payor Training
Form No. 4420-B	MMS Oil & Gas Production Reporter Training
Form No. 4420-C	MMS Valuation Training
Form No. 4420-D	MMS Solid Minerals Reporter Training
Form No. 4420-E	Office of Indian Royalty Assistance - Outreach
Form No. 4420-F	MRM Auditor Training
Form No. 4420-G	MMS In-House Training
Form No. 4420-H	MMS Information Technology Training (this form will also be used form computer-based information technology training)

Format and Content - Across-MRM team met to discuss format and content of MRM training/outreach evaluation forms. The team decided to use a 5-point scale across MRM. The team determined that each type of training would have questions specific to that training and/or audience. However, the team developed some cross-MRM approaches for consistency across the program.

Changes Not Requiring OMB Approval: We plan to continue using the forms as attached. However, we will use questions interchangeably between the forms when we determine that one type of training form would benefit by using a question (verbatim or adapted to their specific training/audience) from another already-approved training form. For example, Solid Minerals trainers may determine that they want to ask about reporting experience (using questions included on the Oil & Gas Royalty Payor training evaluation form), because they see that question producing information beneficial to MRM. The last two pages of this attachment include other questions we may want to ask, depending on the type of training or the audience. These types of changes would not require further OMB approval, because the package as attached would have already been approved.

Changes Requiring OMB Approval – This submission reflects no changes from the forms that were approved March 26, 1998. A Form OMB 83-C, Change Worksheet, will be submitted when we want to create new questions to address new systems, processes, reporting procedures, billing procedures, etc. We anticipate these types of changes as we progress further in our reengineering efforts and in our implementation of the Royalty Simplification & Fairness Act.

Indian Minerals Management Form - This form does not as closely follow the format and content of other evaluation forms. The trainers are open to potentially incorporating changes in the future. However, because their audience includes many people who are not proficient in the English language, they are opting at this time to continue with the more simple Yes/No approach.

MMS Oil and Gas Royalty Payor Training Evaluation Form: Location, Date

We want to continuously improve our training. Please provide your comments below.

For each topic area, indicate whether the level of detail of information presented met your needs.

	<u>Not Enough Detail</u>	<u>Adequate</u>	<u>Too Much Detail</u>
Establishing Your Database, Chapter 2	-	-	-
AFS/PAAS Comparison, Chapter 3	-	-	-
Basic Reporting Principles and Form Preparation, Chapter 4	-	-	-
Commonly Used transaction Codes, Chapter 5	-	-	-
Adjustment, Recoupments, and Refunds, Chapter 6	-	-	-
Billings and Appeals, Chapter 7	-	-	-
Product Valuation, Chapter 8	-	-	-
Electronic Reporting (Not in Handbook)	-	-	-

Please rate the following

1 = completely disagree<-->5 completely agree

	1	2	3	4	5
The stated objective of the class was met.	-	-	-	-	-
The class was worthwhile for me.	-	-	-	-	-
The class made effective use of:					
handbook/handouts	-	-	-	-	-
visual aids	-	-	-	-	-
The class was well organized.	-	-	-	-	-
The instructors answered questions well.	-	-	-	-	-
Facilities were adequate.	-	-	-	-	-
I know who to call when I have questions.	-	-	-	-	-
This class adequately addressed:					
Federal onshore lease reporting	-	-	-	-	-
Federal offshore lease reporting	-	-	-	-	-
Indian lease reporting	-	-	-	-	-

To improve this class MMS should: _____

Should MMS continue to provide these types of training? _____ Yes _____ No

I prepare or participate in the preparation of: Form MMS-2014:_____ Form MMS-3160:_____
Allowance Forms:_____ None of the Above:_____

I have (one year or less____ more than one year____) of MMS reporting experience.

I (have____, have not____) attended the MMS Reporter Training Seminar before.

We want to continuously improve our service. Please provide your comments below.
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In your dealings with MMS, what one thing would you change if you could?

Name (optional)_____ **Phone (optional)** _____

The Paperwork Reduction Act of 1995 requires us to inform you that this information is being collected to improve the customer service provided by the Minerals Revenue Management, Minerals Management Service. This information will identify areas where improvements could be made. The public reporting burden for this form is estimated to average 6 minutes per response, including the time for reviewing instructions, and completing and reviewing the questions. Direct comments regarding the burden estimate or any other aspect of this form including suggestions for reducing this burden to the Information Collection Clearance Officer, Minerals Management Service, MS 4230, 1849 C Street, NW, Washington, DC 20240. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number.

We want to continuously improve our training. Please provide your comments below.

1 = completely disagree<-->5 completely agree

The class was well organized	1	2	3	4	5
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Was the MMS training provided sufficient for you to accurately and completely fill out the production reporting forms? _____ Yes _____ No

1 = completely disagree<-->5 completely agree

	1	2	3	4	5
The instructors encouraged interaction					

Less than 6 months _____ 6 to 12 months _____ More than a year _____

We want to continuously improve our service. Please provide your comments below.

Regarding the PAAS Onshore Oil and Gas Reporter Handbook:

Does it provide the information you need? _____ Yes _____ No

How easy is it to understand?

_____ Very easy _____ Some difficult parts _____ Generally difficult

What additional information would you like included in the handbook?

Please give us feedback or examples in any of these four areas that you believe needs improvement.

In your dealings with MMS, what one thing would you change if you could?

Name (optional) _____ **Phone (optional)** _____

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MMS VALUATION TRAINING: DATE, LOCATION

We want to continuously improve our training. Please provide your comments below.

Please rate the following

1 = poor

<-->

5 = excellent

Effectiveness of Training Materials

Visual Aids	1	2	3	4	5
Organization	1	2	3	4	5
Handouts	1	2	3	4	5

Effectiveness of the Trainer/Instructor

Defining & Using Terminology	1	2	3	4	5
Subject Knowledge	1	2	3	4	5
Material Clearly Communicated	1	2	3	4	5
Ability to Hold Interest	1	2	3	4	5

If you answered the questions above with either a 1 or a 2, how can we improve those specific areas? _____

Did the instructors answer your questions to your satisfaction? Yes _____ No _____

If no, please give an example: _____

Usefulness of Knowledge Gained at Session

1 = poor

<-->

5 = excellent

Relevance of Subject Matter	1	2	3	4	5
Detail of Subject Matter	1	2	3	4	5
Usefulness of Examples	1	2	3	4	5

If you answered the questions above with either a 1 or a 2, how can we improve those specific areas? _____

For each of the topics listed below, please indicate whether the level of detail met your needs.

	<u>Good</u> <u>As Is</u>	<u>More</u> <u>Detail</u>	<u>Less</u> <u>Detail</u>			
Valuation Methodology	_____	_____	_____			
Product-Specific Examples	_____	_____	_____			
		1 = poor	<-->	5 = excellent		
Overall Rating of the Training Session		1	2	3	4	5
		1 = completely disagree<-->5 completely agree				
Course was worth the time spent		1	2	3	4	5

Where and when would you like to have future valuation training seminars?

Where?_____ When?_____

We want to continuously improve our service. Please provide your comments below.

Please give us feedback or examples in any of these four areas that you believe needs improvement.

In your dealings with MMS, what one thing would you change if you could?

Name (optional)_____ Phone (optional) _____

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MMS SOLID MINERALS REPORTER TRAINING: DATE, LOCATION

We want to continuously improve our training. Please provide your comments below.

Please rate the following

1 = poor <--> 5 = excellent

Effectiveness of Training Materials

Visual Aids	1	2	3	4	5
Organization	1	2	3	4	5
Handouts	1	2	3	4	5

Effectiveness of the Trainer/Instructor

Defining & Using Terminology	1	2	3	4	5
Subject Knowledge	1	2	3	4	5
Material Clearly Communicated	1	2	3	4	5
Ability to Hold Interest	1	2	3	4	5

If you answered the questions above with either a 1 or a 2, how can we improve those specific areas? _____

Did the instructors answer your questions to your satisfaction? Yes _____ No _____

If no, please give an example: _____

Usefulness of Knowledge Gained at Session

1 = poor <--> 5 = excellent

Relevance of Subject Matter	1	2	3	4	5
Detail of Subject Matter	1	2	3	4	5
Usefulness of Examples	1	2	3	4	5

If you answered the questions above with either a 1 or a 2, how can we improve those specific areas? _____

Are there any other specific questions that were not addressed that would assist you in reporting your royalties and/or production? _____

For each of the topics listed below, please indicate whether the level of detail met your needs.

	Good <u>As Is</u>	More <u>Detail</u>	Less <u>Detail</u>
Valuation Methodology	_____	_____	_____
Royalty Reporting	_____	_____	_____
Production Reporting	_____	_____	_____
Product-Specific Examples	_____	_____	_____

1 = poor <--> 5 = excellent

Overall Rating of the Training Session 1 2 3 4 5

1 = completely disagree<-->5 completely agree

Course was worth the time spent 1 2 3 4 5

Where and when would you like to have future reporter training seminars?

Where? _____ When? _____

We want to continuously improve our service. Please provide your comments below.

Please give us feedback or examples in any of these four areas that you believe needs improvement.

In your dealings with MMS, what one thing would you change if you could?

Name (optional) _____ **Phone (optional)** _____

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Indian Mineral Assistance - Outreach: Date, Location

We want to continuously improve our meetings. Please complete the following questions.

1. Was this meeting worthwhile?

Yes

No

2. Did you understand the information we presented?

Yes

No

If no, what was unclear? _____

3. Were the presentation materials and handouts useful?

Yes

No

If no, what would you change? _____

4. How did you learn about this meeting?

Direct Mail

Through meetings

Radio

Personal Invitation/Telephone

Newspapers

Poster at BIA, Chapter House, Community Center, etc

Word of Mouth

Oil and Gas Payment Report Insert

Other (Please explain below) _____

5. What topics should we present at future meetings?

6. How can we make future meetings better?

We want to continuously improve our service. Please provide your comments below.

7. Do you know who to call if you have questions or need help?

Yes

No

If no, what do you need?

8. In managing Indian minerals, what is the most important matter that the Department of the Interior should address?

9. Please rate us in the following areas. Mark the column that best describes your opinion.

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
Our ability to resolve your mineral related problems				
Your trust that we are managing your mineral resources in your best interest				

10. If you are willing, please provide a way of contacting you if we need additional information.

Name	
Address	
City, State	
Phone Number	

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Auditor Training: Date, Location

We want to continuously improve our training. Please provide your comments below.

Please rate the following

1 = very dissatisfied<-->5 very satisfied

Overall quality of course:	1	2	3	4	5
Effectiveness of instructor:	1	2	3	4	5
Was the stated objective of the course met?	1	2	3	4	5
Was the course relevant?	1	2	3	4	5
Will you be able to use what you learned?	1	2	3	4	5
Course was worth the time spent	1	2	3	4	5
I can apply what I learned	1	2	3	4	5
Handouts were used effectively	1	2	3	4	5
Ability to hold interest	1	2	3	4	5
Visual aids were used effectively	1	2	3	4	5
The training was timely	1	2	3	4	5
Instructors answered questions well	1	2	3	4	5
The class was well organized	1	2	3	4	5

Length of class:	Too Long	Too Short	Just Right
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Comments on the strong points of the course: _____

Suggestions for improvement: _____

Name (optional) _____ **Phone (optional)** _____

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MMS IN-HOUSE TRAINING: DATE, LOCATION

We want to continuously improve our training. Please provide your comments below.

Please rate the following

1 = very dissatisfied<-->5 very satisfied

The Course

The course was a worthwhile way to spend my time	1	2	3	4	5
The course met the stated objectives	1	2	3	4	5
I can apply what I learned directly to my job	1	2	3	4	5
The course length was appropriate	1	2	3	4	5
Learning tools (discussion, visual aids, exercises) were used effectively	1	2	3	4	5
Handouts were used effectively	1	2	3	4	5
The class was well organized	1	2	3	4	5

The Instructor

The instructor was knowledgeable	1	2	3	4	5
The instructor answered questions well	1	2	3	4	5
The instructor encouraged interaction	1	2	3	4	5

Overall

1 = Poor<-->5 = Superior

Rank the overall quality of the course	1	2	3	4	5
Rank the overall effectiveness of the instructor	1	2	3	4	5

Comments

Which concept and/or tool will be most useful to you? _____

Which aspect of the course will help you change a (behavior and/or attitude) for use in your job? _____

What suggestions do you have for making future courses more helpful to you? _____

Circle for whom you would recommend this course:

Supervisors

Non-supervisors

Other _____

What topics would you recommend for future courses? _____

Grade: GM/GS _____

Currently a supervisor? Yes _____ No _____

Name (optional) _____ **Phone (optional)** _____

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**MMS Information Technology Training:
COURSE NAME, DATE, LOCATION, INSTRUCTOR**

We want to continuously improve our training. Please provide your comments below.

Please rate the following

1 = very dissatisfied<-->5 very satisfied

The Course

The course was a worthwhile way to spend my time	1	2	3	4	5
The course met the stated objectives	1	2	3	4	5
I can apply what I learned directly to my job	1	2	3	4	5
The course length was appropriate	1	2	3	4	5
Learning tools (discussion, visual aids, exercises) were used effectively	1	2	3	4	5
Handouts were used effectively	1	2	3	4	5
The class was well organized	1	2	3	4	5

The Instructor

The instructor was knowledgeable	1	2	3	4	5
The instructor answered questions well	1	2	3	4	5
The instructor encouraged interaction	1	2	3	4	5

Overall

1 = Poor<-->5 = Superior

Rank the overall quality of the course	1	2	3	4	5
Rank the overall effectiveness of the instructor	1	2	3	4	5

Comments

Which concept and/or tool will be most useful to you? _____

Which aspect of the course will help you change a (behavior and/or attitude) for use in your job? _____

What suggestions do you have for making future courses more helpful to you? _____

Circle for whom you would recommend this course:

Supervisors

Non-supervisors

Other _____

What topics would you recommend for future courses? _____

Name (optional) _____ **Phone (optional)** _____

The Paperwork Reduction Act of 1995 requires us to inform you that this information is being collected to improve the customer service provided by the Minerals Revenue Management, Minerals Management Service. This information will identify areas where improvements could be made. The public reporting burden for this form is estimated to average 6 minutes per response, including the time for reviewing instructions, and completing and reviewing the questions. Direct comments regarding the burden estimate or any other aspect of this form including suggestions for reducing this burden to the Information Collection Clearance Officer, Minerals Management Service, MS 4230, 1849 C Street, NW, Washington, DC 20240. An agency may not conduct or sponsor, and a person is not required to respond to, a collection of information unless it displays a currently valid OMB control number.

Catalog of other questions we may want to ask, depending on the type of training or the audience.

Optional Types of Questions

Notification/Availability of Training (1-5 scale)

Regarding the PAAS Reporter Handbook for OGOR reporting (*substitute question for production reporting training*):

Does it provide the information you need? _____ Yes _____ No

How easy is it to understand?

_____ Very easy _____ Some difficult parts _____ Generally difficult

What additional information would you like included in the handbook?

COMPUTER-BASED TRAINING QUESTIONS: We are in the process of developing CBT (Computer Based Training), and will use the Information Technology Training Evaluation Form (Form No. 4420-H) to request input online about this training. The following are questions we anticipate incorporating for this purpose:

Please rate the following

1 = very dissatisfied<-->5 very satisfied

The Computer Based Training (CBT)

The CBT was a worthwhile way to spend my time	1	2	3	4	5
The CBT was an effective training tool	1	2	3	4	5
The CBT met the stated objectives	1	2	3	4	5
I can apply what I learned directly to my job	1	2	3	4	5
The CBT kept my interest	1	2	3	4	5
The CBT length was appropriate	1	2	3	4	5
The CBT pace was appropriate	1	2	3	4	5
The CBT was well organized	1	2	3	4	5

The Workshop Facilitator

The workshop facilitator was knowledgeable	1	2	3	4	5
The workshop facilitator answered questions well	1	2	3	4	5
The workshop facilitator encouraged interaction	1	2	3	4	5

Overall

1 = Poor<-->5 = Superior

Rank the overall quality of the course	1	2	3	4	5
Rank the overall effectiveness of the facilitator	1	2	3	4	5

COMPUTER-BASED TRAINING QUESTIONS (Continued):

Comments

Which learning environment would you prefer for receiving Computer Based Training.

Workshop with facilitator _____ Individual workstation self paced _____

I feel Computer Based Training is a **more**____ **less**____ effective method of training? Why?
